

**DUTY STATEMENT
INFORMATION TECHNOLOGY MANAGER I
DOMAIN: SYSTEM ENGINEERING**

OUR VISION
All Californians living in homes they can afford
OUR MISSION
Investing in diverse communities with financing programs that help more Californians have a place to call home

EMPLOYEE INFORMATION

Employee's Name		Effective Date	
Classification Information Technology Manager I		Position Number 693-001-1405-901	
Division/Section/Unit Information Technology/Technical Support Unit		Location Sacramento, CA	
CBID M01	Work Week Group E	Tenure Permanent	Time Base Fulltime
Immediate Supervisor		Supervisor's Classification Information Technology Manager II	

POSITION DESIGNATED CONFLICT OF INTEREST

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in making governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of the appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.

CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

This position requires the incumbent to maintain acceptable, consistent, and regular attendance; communicate effectively orally and in writing in dealing with the public and/or other employees; develop and maintain knowledge and skills related to the position's specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner; and adhere to the Agency's policies and procedures regarding attendance, leave, and conduct. Must maintain regular and acceptable attendance at such level as is determined at the Agency's sole discretion. Must be regularly available and willing to work the hours the Agency determines are necessary or desirable to meet its business needs.

2 CCR § 172 – General Qualifications, states in pertinent part:

The incumbent is expected to possess the general qualifications of integrity, honesty, sobriety, dependability, industry, thoroughness, accuracy, good judgment, initiative, resourcefulness, courtesy, ability to work cooperatively with others, willingness and ability to assume responsibilities and to conform to the conditions of work characteristic of the employment, and a state of health, consistent with the ability to perform the assigned duties of the class.

DIVISION DESCRIPTION

The California Housing Finance Agency (CalHFA) Information Technology (IT) Division is responsible for providing secure, responsive, and innovative technical infrastructure, systems, and services that enable the Agency to achieve its strategic objectives and fulfil its mission. The Infrastructure Support staff is responsible for providing and supporting a technical infrastructure that meets the tactical and strategic needs of the Agency by upgrading servers, communication, and security infrastructures to leverage proven technologies and optimize performance and security; streamline data centre operations and infrastructure to increase efficiency, and ensure the Agency technology infrastructure has robust and reliable disaster recovery capabilities to support service continuity.

POSITION DESCRIPTION

Under general direction of the IT Manager II, the IT Manager I will serve as the Chief Technology Officer (CTO) for the Technical Support Unit. The incumbent supervises the technical specialist and is responsible for architect, designing, implementing, and maintaining the Agency's IT enterprise architecture across multiple platforms to best align technology solutions with business strategies. The incumbent is responsible for the complex mission critical IT infrastructure projects and

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interacts with other agencies on multi-agency projects or issues and performs as the expert in resolving complex network and mission-critical system problems. The duties and responsibilities also include, but are not limited to the following:	
PERCENTAGE OF TIME	ESSENTIAL FUNCTIONS
40%	<p><u>Management over Technical Support Unit:</u> Provides direct management to all facets of daily operations of the Unit and maintain the daily operations of the unit by providing accurate, timely, and relevant information, to the IT Manager II. Fosters and implements the Agile culture for processes, tools, and working environment to continually improve services to CalHFA business units. Establishes goals, objectives, priorities, strategies, and plans for the Unit. Provides direct oversight over staffing changes and requests of technical and operational expertise to implement, test and rollout CalHFA infrastructure initiatives in an effective and efficient manner that advance IT organizational goals in support of CalHFA needs. Ensures activity schedules are developed, maintained, and followed by the staff, and all project information is fully documented in accordance with project management and Agile standards. Communicates and coordinates with other members of the business units by collecting data and alerting the IT Manager II and/or Chief Information Officer (CIO) on the progress or problems in carrying out the initiatives agreed upon.</p>
30%	<p><u>Infrastructure and Network Architecture:</u> Defines and manages the overall Agency IT infrastructure by documenting the current versus the future of the Agency's infrastructure. Leads, mentors, and cross-train other software engineers to design and implement well integrated products. Develops and improves the architecture for all new technology solutions and/or improvements. Acts as Chief Technical Advisor on complex or mission-critical systems or network infrastructure by providing technical expertise over Client/Server Applications; Windows and VMware Network Systems; Server Hardware and Operating System Maintenance; MS SharePoint; and Data integrity and management. Provides analog, data, and VoIP telecommunications services and support for the Agency. Oversees network auditing tasks pertaining to system vulnerabilities and threats and manages infrastructure switches, routers, and firewalls to ensure virus protection and remote access securities and procedures. Establishes policies, standards, procedures, and processes to ensure delivery of the most effective use of IT resources to the Agency. Works with the Agency Information Security Officer (ISO) to establish and/or adhere to security procedures, plans and implementation for vulnerability mitigation tasks. Documents standards and procedures for infrastructure projects and architectural design of CalHFA technology environment. Establishes standards for Agency's infrastructure architecture, performs reviews and provides feedback to the team.</p>
15%	<p><u>Organization Vision, Strategic Planning and Collaboration</u> Advises the IT Manager II on IT related matters and assists in developing short and long-term plans that anticipate and satisfy the Agency's current and projected technology needs. Identifies the resources necessary to implement the plans and initiatives within the IT Division. Supports the IT Manager II in streamlining IT functions and processes to better suit Agency needs. Evaluates the impact of the IT decisions on Agency operations and develops strategies for communicating these decisions to internal and external stakeholders. Provides guidance and organizational perspective to other division Directors and their mid-level supervisors on planning efforts, escalations, and remediating efforts on issues when needed. Proposes, develops, and enhances IT-related initiatives that will strengthen IT services, to increase efficiency of Agency operations. Develops effective written documents including project planning documents, memos, emails, and other documents to keep staff and stakeholders well informed of upcoming changes. At the request of the CIO or IT Manager II, presents current and new technology initiatives to the Board of Directors, leadership team, and staff. Consults with external technology experts to identify emerging IT trends and opportunities. Responsible for working with vendors on technology acquisitions, reviewing contracts, and approving invoices. Provides ad-hoc analysis and decision support documents to IT Management II and CIO.</p>

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10%	Administrative Responsibilities performance appraisals to engage, and encourage staff development, and performance. Evaluates staffing resources and training needs to ensure quality support to Agency's infrastructure. Develops, manages, and coaches IT professionals by providing mentorship and daily guidance to staff and provides hands-on assistance to team members where applicable. Participates in recruiting, interviewing, and hiring processes while adhering to best hiring practices. Approves time off requests, travel expense claims, and timesheets. Establishes and implements performance standards and expectations by ensuring section-wide application in the conduct of probationary reviews, annual goals and Individual Development Plans, constructive intervention, corrective and disciplinary actions, and training to encourage and support personal and organizational growth
PERCENTAGE OF TIME	MARGINAL FUNCTIONS
5%	Participate in staff meetings, attends training, provide work status reports, handle special projects, and perform other duties as assigned.
PERSONAL CONTACTS <i>(Identify who the employee may be in contact with while performing duties)</i>	
Daily contact with departmental managers, supervisors, staff at all levels, representatives from other State departments, and members of the public.	
SPECIAL REQUIREMENTS <i>(Identify any other requirements necessary to perform the job)</i>	
<ul style="list-style-type: none"> During special projects or emergencies, employees may be required to work weekends and/or after hours to help resolve reported problems affecting critical software/hardware. 	
WORK ENVIRONMENT <i>(Identify specific work conditions, hazards, and equipment used on the job that are required to perform the essential functions, please include the applicable statement (s))</i>	
<ul style="list-style-type: none"> Prolonged sitting Work in a high-rise building Use a computer keyboard and read from computer screens several hours a day Work in a climate-controlled, open-space environment under fluorescent lights 	
PHYSICAL ABILITIES <i>(Identify physical abilities necessary to perform the essential functions of the job with or without reasonable accommodation, please include the applicable statement(s))</i>	
<ul style="list-style-type: none"> Be able to lift and carry up to 20 lbs. Requires movement of heavy objects 	
TRAVEL <i>(If travel is an essential or marginal function for this position, please include the applicable statement)</i>	
<ul style="list-style-type: none"> Occasional travel may be required within and/or outside the state of California via private or public transportation (i.e., automobile, airplane, etc.) Travel may include overnight stay. 	
EMPLOYEE ACKNOWLEDGEMENT	
I have read and understand the duties listed above and I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Human Resources.)	
Employee Name	Employee Signature
	Date
SUPERVISOR ACKNOWLEDGEMENT	
I certify this duty statement represents a current and accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee with a copy of this duty statement.	
Supervisor Name	Supervisor Signature
	Date